



Privacy Policy

Mates on a Mission (MOAM) is committed to protecting the privacy of individuals. This policy outlines how we manage personal information.

MOAM supports and endorses the Australian Privacy Principles (**APPs**) contained in the *Privacy Act 1988*(Cth) (**Privacy Act**) and will only collect, use, disclose, and store personal information in accordance with these principles. Since MOAM collects health information, we will also comply with the requirements of *Health Records and Information Privacy Act 2002* (NSW), which affects the way both public and private sectors deal with health information in NSW.

MOAM is required under the Privacy Act to have a clearly expressed and up-to-date privacy policy about how MOAM manages personal information. This policy outlines how MOAM will comply with its obligations. MOAM will ensure that this policy is easily accessible and available on the MOAM website.

Definitions

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

1. whether the information or opinion is true or not; and
2. whether the information or opinion is recorded in a material form or not.

Sensitive information is a special category of personal information. Sensitive information includes:

1. information or an opinion about an individual's (i) racial or ethnic origin, (ii) political opinions, (iii) membership of a political association, (iv) religious beliefs or affiliations, (v) philosophical beliefs, (vi) membership of a professional or trade association, (vii) membership of a trade union, (viii) sexual orientation or practices, (ix) criminal record, that is also personal information;
2. health information about an individual; and
3. genetic information about an individual that is not otherwise health information.

What type of personal information does MOAM collect?

The type of information that MOAM collects and holds will depend on the nature of a person's involvement with MOAM.

Generally, the personal information collected by MOAM may include (but is not limited to) a person's name, residential address, email address, fax number, phone number, current employment information including occupation and place of work, gender, date of birth and bank account details.



Given the nature and objective of MOAM, it is also necessary for MOAM to collect sensitive information including health and medical information, racial and ethnic origin, details of the primary language spoken at home and details of family members.

A person is not required to provide the personal information and/or sensitive information requested by MOAM, however if a person chooses not to provide information as requested, it may not be practicable for MOAM to service the person's needs. For instance, it will not be possible for MOAM to accept an electronic transfer for a donation without obtaining personal information. In such cases, if the person requests to remain anonymous, MOAM will note this on their record.

In circumstances where MOAM receives unsolicited personal information (meaning, personal information received where MOAM has taken no active steps to collect the information), MOAM will usually destroy or de-identify the information as soon as practicable if it is lawful and reasonable to do so unless the unsolicited personal information is reasonably necessary for, or directly related to, the MOAM functions or activities.

How does MOAM collect personal information?

MOAM will wherever practicable collect personal information directly from the individual including from hard copy forms, on-line applications and uploading of documents, face-to-face meetings, job applications, assessment reports, medical certificates, email correspondence, social media, questionnaires, and telephone calls.

MOAM may collect personal information from individuals who have expressed interest in donating to MOAM (**Prospective Donors**), contractors, and suppliers.

On occasion, MOAM may collect personal information from a third party. For example, personal information may be provided to MOAM by a medical professional with respect to a referred child.

MOAM will generally obtain consent from the owner of personal information, or a legal guardian if the person is unable to provide consent, to collect their personal information. Consent will usually be provided in writing however sometimes it may be provided orally or may be implied through a person's conduct. Consistent with the APPs, MOAM recognises that some children under the age of 18 years have capacity to provide consent. Capacity to provide consent in relation to privacy is not determined by age alone, rather MOAM will consider a range of factors on a case by case basis including the person's maturity and understanding.

MOAM will endeavour to only ask a person for personal information that is reasonably necessary for the activities that the person is seeking to be involved in.

In relation to the collection and disclosure of sensitive information, MOAM is bound by the APPs, which provide for the circumstances in which disclosure is permitted, or required by law.

How will MOAM use personal information?

MOAM may collect, hold, use or disclose a person's personal information for the following general purposes:

1. to identify a person;
2. for the purpose for which the personal information was originally collected;



3. for a purpose for which a person has consented;
4. for any other purpose authorised or required by an Australian law; and
5. for any other purpose authorised or required by a court or tribunal.

More specifically, MOAM may collect, hold, use or disclose a person's personal information for the following purposes.

Donors and Prospective Donors

In relation to the personal information of donors and Prospective Donors, MOAM's primary purpose of collecting the personal information is to enable MOAM to accept donations from members of the public and to notify donors and Anticipated Donors of current or upcoming donation opportunities.

Child referred for Making Memory Experience

In relation to the personal and sensitive information of children referred to the MOAM Making Memory Experience, MOAM's primary purpose of collecting the personal and sensitive information is to enable MOAM to deliver experience for the family and child and protecting the health and safety of the child. This often includes liaising with the parents or guardians and medical practitioners of the child.

Staff members, contractors and Volunteers

In relation to the personal information of prospective and current staff members, contractors and volunteers, MOAM uses the personal information for purposes including:

1. to enable MOAM to carry out its recruitment functions;
2. correspond with the person, provide training and professional development;
3. fulfil the terms of any contractual relationship; and
4. ensure that the person can perform their duties pursuant to their engagement with MOAM.

MOAM may publish the images of staff, contractors and volunteers in publications, on social media, or in public advertisements.

If a person has any concerns about their personal information being used by MOAM in any of these ways, the person must notify MOAM.

Disclosure of personal information

MOAM may disclose personal information to a recipient overseas (for example where MOAM has outsourced a business activity to an overseas provider) in accordance with the Privacy Act.

In such circumstances, MOAM will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information.

Otherwise, MOAM may disclose personal information to a recipient overseas in accordance with the Privacy Act where:

1. the person has consented to the disclosure;



2. MOAM reasonably believes that the overseas recipient is subject to a law or binding scheme that protects the information in a way that is substantially similar to the way the information is protected under the Privacy Act and the APPs; or
3. the disclosure is required or authorised by an Australian law or a court order.

From time to time, MOAM may participate in data collectives where we share your personal information (other than sensitive information) with other like-minded organisations who may contact you with information that may be of interest to you. You can “opt out” from this data sharing use of your personal information at the time we collect it from you.

